GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1656
ANSWERED ON:04.05.2016
Change in Rules for Cancellation of Tickets
Singh Shri Sunil Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware of the difficulties being faced by the passengers due to change of rules regarding cancellation of railway tickets under which refund of money can only be made upto four hours before the departure of train and if so, the reaction of the Government thereto;
(b) whether the Government has received any complaints/suggestions in this regard and if so, the details thereof;
(c) whether the Government proposes to facilitate cancellation of tickets online of those passengers who purchased ticket from counter and if so, the details thereof;
(d) whether the Government also proposes to make provision of any new system for cancellation of tickets and getting refund; and
(e) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (e): A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.1656 BY SHRI SUNIL KUMAR SINGH TO BE ANSWERED IN LOK SABHA ON 04.05.2016 REGARDING CHANGE IN RULES FOR CANCELLATION OF TICKETS

(a): There is no difficulty/inconvenience to passengers if the ticket is cancelled within the prescribed time limit as under:-
(i) Confirmed tickets: Upto 4 hours before the scheduled departure of the train.
(ii) Reservation against cancellation(RAC)/Waitlisted/Partially confirmed tickets: Upto half an hour before the scheduled departure of the train.
(b): Representations/suggestions including from some Hon'ble Members of Parliament have been received on restoration of old refund rules. The matter has been examined but not found feasible.
(c) to (e): W.e.f. 29.04.2016, the passengers having confirmed PRS counter tickets may also cancel the same through IRCTC website (www.irctc.co.in) or through 139 within the prescribed time limit subject to the following conditions:-

â€¢ Cancellation of tickets and refund of fare is permitted only on fully confirmed PRS counter tickets in normal circumstances only and not in case of late running of trains/cancellation of trains etc.,

â€¢ This facility is available only in case the mobile number has been given at the time of booking the ticket.

â€¢ Online cancellation or cancellation through 139 shall be permitted only upto 4 hours before the scheduled departure of the train.

â€¢ Refund of fare amount is collected only at the journey commencing station or nearby satellite PRS locations defined by Zonal Railway as under:-

(i) During first two hours of the opening of PRS counters on the next day for the tickets for the trains whose scheduled departure time is (i) between 1801 hours and 0600 hours.
(ii) Upto 4 hours after the scheduled departure of the train during the working hours of PRS counters/current counters/special counters where cancellation is permitted round the clock on the tickets for the trains whose scheduled departure time is (i) between 0601 hours and 1800 hours.
(iii) No refund of amount would be given after the above mentioned prescribed time limit.
Apart from the above, in order to facilitate cancellation of PRS counter tickets at relatively smaller stations, one of the UTS cum PRS counters (wherever PRS booking facility is available) has been earmarked for granting refund beyond the working hours of PRS counters/Current counters. This facility is available in respect of PRS counter tickets for those trains whose scheduled departure time is within the next 24 hours.
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